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National School Services

390 Holbrook Drive, Wheeling, IL 60090

(847) 541-2768 • (800) 262-4511 • Fax: (847) 541-2553

RECEIVED

July 6, 2001

JUL 9 2001

FCC MAIL ROOM

Federal Communications Commission
Office of Secretary
445 – 12th Street, S.W.
Room TW – A325
Washington, DC 20554

CC Docket Nos. 96-45 and 97-21

RE: FRN 253522 (Funding Year 2)
BEN#70247
Doolittle Primary West School

Dear FCC:

I wrote on May 5, 2001 to appeal a decision not to process a 474 filed in February of this year. Attached is a copy of that letter. We have yet to be reimbursed for these services and equipment that we delivered over a year ago due to confusion on the part of the school on processing paperwork.

Recently when I called to see why the 474 has not been paid, I was informed that all unprocessed forms had been put on hold until further notice and that no decision has been made on how these are to be handled. A copy of this email is attached also.

This is not acceptable. Our company had to take out a loan to pay the vendors who we bought equipment from. We now need to pay these loans back, but have not been reimbursed by SLD for work that has been completed for a year. This presents a serious problem for our company. We need more specific and timely answers to our questions, and ultimately reimbursement.

Please direct all communication regarding this matter to my attention.

Sincerely,

Mindy McClellan
Marketing Associate
SPIN# 143008576
(800) 262-4511, ext. 132
Fax: (847) 541-2553
email: MindyM@n-s-s.com

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Enclosures



National School Services

390 Holbrook Drive, Wheeling, IL 60090

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May 25, 2001

Letter of Appeal
Schools and Libraries Division
Box 125 – Correspondence Unit
80 South Jefferson Road
Whippany, NJ 07981

RE: FRN 253522 (Funding Year 2)
BEN#70247
Applicant Name: Doolittle Primary West School
Application #: 135668

Dear SLD:

I am writing to **appeal** a decision not to process a 474 that I filed on February 7, and again on May 14, 2001. Doolittle's 486 was certified on June 26, 2000 and we have yet to be reimbursed for our completed work. Due to an error at SLD the 486 was certified without a start date. Since then, the school has complied in submitting the required paperwork to resolve the problem, but the 474 is still being held up.

During my conversation with a person at the invoicing hotline, I was told that I need to submit a letter of appeal in order for my 474 to be paid.

I have enclosed a copy of the 486-notification letter, as well as the 474. Please process the 474 with invoice# ER2Doolittle. Please direct all communication regarding this matter to my attention.

Sincerely,

Mindy McClellan
National School Services
390 Holbrook Drive
Wheeling, IL 60090
SPIN# 143008576
(800) 262-4511, ext. 132
Fax: (847) 541-2553
email: MindyM@n-s-s.com

Enclosures

Mindy McClellan

From: E-Rate, SLC [question@universalservice.org]
Sent: Friday, June 22, 2001 3:59 PM
To: 'MindyM@n-s-s.com'
Subject: RE: 253533

Thank you for your inquiry. This is to confirm the SLD phone conversation with you on 06/12/2001 concerning your attached e-mail and to answer your inquiry more accurately.

SLD received your Invoice Appeal Letter, (dated 05/25/2001), on 05/29/2001 and it is under review. Universal Service Administrative Company has mailed a letter of receipt to you on 06/04/2001. If you have not received this yet I can fax you a copy.

On 05/31/2000, the following was posted to the What's New section of our website: The new and simplified FCC Form 486, Receipt of Service Confirmation Form, replaces the old FCC Form 486, which was dated July 1999. Do not use the old form. In mid-June, old Forms 486 will not be accepted by the SLD. Watch this web site for news of the precise cut-off date.

On 06/19/2000 SLD received a Form 486 to change the Contract Expiration Date out to 06/30/2000. I have looked at the form myself and there was not an Actual Service Start Date on it. At that time the Form 486 (July 1999) was used to tell SLD the Actual Service Start Date, to change the Actual Service Start Date, to change the Contract Expiration Date, or to cancel an FRN.

On 06/30/2000 SLD received another Form 486 and this one was returned to the applicant because the old form (July 1999) was submitted. A letter was sent with the form letting the applicant know that they needed to use the new form instead.

On 08/09/2000 SLD received another Form 486 and this one was returned to the applicant because the old form (July 1999) was submitted. A letter was sent with the form letting the applicant know that they needed to use the new form instead.

On 12/05/2000 received another Form 486 and this one was returned to the applicant because the incorrect form (July 1999) was submitted again. A letter was sent with the form letting the applicant know that they needed to use the new form instead.

On 06/30/2000 SLD received a Form 500 extending the Contract Expiration Date out to 09/30/2000.

4 In February the Fund Administrator informed SLD to hold any Funding Year
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Continued on next page

Forms until further notice. A decision has not been made on how these forms are to be handled at this time.

If you have any further questions please feel free to contact our Schools & Libraries Helpline at 888-203-8100 or contact us at question@universalservice.org. Please remember to visit our website for updates (<http://www.sl.universalservice.org/>)
<http://www.sl.universalservice.org/>).

Thank you.

Universal Service Administrative Company Schools and Libraries Division
<dkw/lee>